

W-01431A-09-0360

ORIGINAL

ARIZONA CORPORATION COMMISSION



UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80592

Date: 7/23/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Olivia

Last: Morales

Account Name: Olivia Morales

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Nogales

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Valle Verde Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*DOCKET NO. W-01431A-09-0360\*\*\*\*

Customer called to oppose rate increase for Valle Verde Water Company. She stated that her water bill is already too high and the service they are receiving is poor.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/2009 Opinion noted and filed in docket no. W-01431A-09-0360.

7/27/2009 Opinion has been docketed by Carmen Madrid.

File Closed

\*End of Comments\*

Date Completed: 7/27/2009

Opinion No. 2009 - 80592

Arizona Corporation Commission

DOCKETED

JUL 27 2009

DOCKETED BY

[Signature]

RECEIVED  
2009 JUL 27 P 4: 07  
AZ CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 80628**Date:** 7/27/2009**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:****Raquel****Garcia****Account Name:**

Raquel Garcia

**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:**

Nogales

**CBR:****State:**

AZ

**Zip:** 85601**is:****Utility Company:****Valle Verde Water Company****Division:**

Water

**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

(Docket No. W-01431A-09-0360.)

Customer is opposed to this proposed rate increase of 150%. Customer is very concerned about the fact that this water company was serving TCE in its water sources until the company was caught. Customer is strongly opposed to this rate increase.

**\*End of Complaint\*****Utilities' Response:**

na

**\*End of Response\*****Investigator's Comments and Disposition:**

I thanked customer for calling and told customer that his opinion would be entered into our database for the record. Also, his opinion will be docketed so that the Commissioners will have an opportunity to read his Opinion prior to rendering their decision. FILE CLOSED.

\*\*\*\*\*

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

**\*End of Comments\*****Date Completed:** 7/27/2009**Opinion No.** 2009 - 80628

W. 01431A-09-0360

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez

**Phone:** (      )     

**Fax:** (      )     

**Priority:** Respond Within Five Days

**Opinion No.** 2009 80614

**Date:** 7/24/2009

**Complaint Description:** 08B Rate Case Items - No Notification  
N/A Not Applicable

**Complaint By:** **First:** Louisa **Last:** Larue

**Account Name:** Louisa Larue

**Home:**

**Street:**

**Work:**

**City:** Nogales

**CBR:**

**State:** AZ **Zip:** 85621

**is:**

**Utility Company:** Valle Verde Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

Customer is against the huge proposed rate increase of 150% as customer has lived here at this address for a long time. Customer normally spends about \$38 per month on her water bill as she watches her consumption closely but with this proposed rate increase possibly taking affect her usage will increase to aproximately \$80-\$90 per month.. Customer said that this is too much money for the community of this water company. Customer wants his Opinion to reflect a big no to this rate increase.

\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

I thanked customer for calling and told customer that her opinion would be entered into our database for the record. Also, her opinion will be docketed so that the Commissioners will have an opportunity to read their Opinion prior to rendering their decision. FILE CLOSED.

\*\*\*\*\*

I emailed this OPINION to Trish Meeter@ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

\*End of Comments\*

**Date Completed:** 7/24/2009

**Opinion No.** 2009 - 80614

W-01431A-09-0360

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 80608

Date: 7/24/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Jesus

De la Rosa

Account Name: Jesus De la Rosa

Home:

Street:

Work:

City: Nogales

CBR:

State: AZ Zip: 85621

is:

Utility Company: Valle Verde Water Company

Division: Water

Contact Name:

Contact Phone:

**Nature of Complaint:**

Customer not happy with the huge rate increase that this company is asking for (150%). It is an outrageous amount and this should not be allowed. Customer is on limited income with financial debt already draining them as homeowners. Customer is adamantly against this proposed rate increase. Furthermore, customer said that this water company has had poor quality of water for over 20 years which requires this customer to order bottled water for drinking purposed. Customer is asking the Commissioners to not approve his latest rate increase proposal.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I thanked customer for calling and told customer that their opinion would be entered into our database for the record. Also, their opinion will be docketed so that the Commissioners will have an opportunity to read their Opinion prior to rendering their decision. FILE CLOSED.

\*\*\*\*\*

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

\*End of Comments\*

Date Completed: 7/24/2009

Opinion No. 2009 - 80608